




MEMORANDUM

TO: Telecommunications Coordinators

FROM: Frank Cavallaro, Manager 
Bureau of Communication and Computer Services

DATE: January 16, 2003

SUBJECT: New Coordinator Orientation in Chicago

The Central Management Services (CMS), Division of Telecommunications is offering a half-day orientation for new Telecommunications Coordinators in the Chicago area. This orientation will provide basic information regarding telecommunications products and services available through this agency. Attendance will enable new Coordinators to more effectively utilize CMS to achieve their agency's telecommunications goals.

Telecommunications Orientation:

Date: Thursday, February 20, 2003
Time: 9 a.m. – 12 p.m.
Location: James R. Thompson Center
100 West Randolph Street, Room 2-025
Chicago, Illinois 60601

Orientation Topics:

- The role of the Agency Telecommunications Coordinator
- The role of the CMS Communications Systems Specialist
(your agency's CMS representative)
- Standard and unique products and services
- The voice and data ordering processes
- Order forms completion
- Routine versus non-routine orders
- Important contacts
- Understanding the billing process
- Cellular
- Division of Telecommunications web site
- BCCS On-line Catalog

To register for the orientation, contact Sarah Zerfas at (217) 524-2159. Space is limited and registrations will be accepted through February 13, 2003 on a first-come, first-served basis.